



## Patient Participation Group Wednesday 30 November 2022

<b>PPG Meeting Notes</b>	
Location:	Village Medical Centre
Date :	Wednesday 30 November
Time:	17.00pm
Attendees:	Steve Howe (Chair), Claire Bruce, Jessie Hughes, Gerard Fenlon, Alan Courtenay, Dr Stokes
Visitors:	

Topic	Action
<p>Apologies Barbara Carrington, Julia Codling, John Codling, Hazel Welsh, Su Winter, Leah Fraser Joan Bamber has now left the Group</p>	
<p><b>Introduction to Alan Courtenay, New practice Manager</b></p> <p>The group members introduced themselves and Alan gave a potted history of his previous roles as Practice Manager in other Practices. After previous experience in the Legal profession he had started his time as practice manager in 2008 and had two jobs, one in Wrexham and one in Cheshire. In recent times he had been keen to get a role nearer to his home in Meols and the vacancy at the Village Medical Centre suited him perfectly.</p> <p>He appreciated the work of the Patient Practice Group and intended to attend regularly in the future. This was welcomed by the group.</p>	
<p><b>Matters Arising from last meeting</b></p> <p>a. <b>Online booking of appointments</b> - This is now available through the website for non-urgent appointments. As at today there were appointments for next week available. Non urgent appointments can be booked up to two weeks ahead either online or on the telephone.</p> <p>b. <b>Out of hours appointments</b> – These are described as “Enhanced Access” appointments and are available for Tuesday evenings (at the Surgery) and Saturdays (at VCH)</p> <p>c. <b>Cycle rack for Practice</b> – A bid has gone in for a Local Investment Grant to pay for a covered Cycle rack and a new Media Player for the waiting room. The result of the bid should be received in the new year.</p> <p>d. <b>Privacy Issues at Reception</b> – The group felt there was still a privacy issue at reception and the current sign regarding “leaning on the counter” did not really solve the problem. The group felt patients should be informed that they could request a confidential conversation if necessary. Dr Stokes thought this should be possible and the patient could have this discussion in the private corridor adjoining reception. She would follow this up and look to have a sign covering this in reception. Dr Stokes also indicated that a Perspex frontage was intended to be and it was hoped that this would help reduce other patients hearing conversations and also would be additional protection, if needed, for the reception staff.</p>	

<p>e. <b>Updated website front page</b> – The group was impressed with the updated front page on the website and the ease in which you could book appointments online.</p> <p>f. <b>Patient Toilet in Waiting Room</b> – The group asked why the new patient toilet in the waiting room had not been opened yet. Dr Stokes thought it was ready to be opened but would check with the head of support to see there was any reason to keep it closed.</p> <p>g. <b>Main entrance to the Surgery</b> – Dr Stokes mentioned that the news steps at the front of the Surgery were considered unsafe at present and were not being used following some falls by patients. Plans were being put in place to reduce that possibility in the future.</p>	
<p><b>Possible enhanced services with larger premises including through Wallasey Wellbeing PCN</b></p> <p>Dr Stokes confirmed that the main reason for the refurbishment was to improved the delivery of the Practice core services and the efficient running of the surgery. More ground floor treatment rooms and the enlarged meeting room all helped this process. It also enabled monthly “All Team” meetings to take place which all helped with team development.</p> <p>The larger premises also enabled the building to host some of the enhanced services that were being delivered by Wallasey Wellbeing PCN. For information some of these Enhanced services are listed below:</p> <p><b>Health Coaches (2)</b>  <b>Social Prescriber (1)</b>  <b>Pharmacists (a number)</b>  <b>Ear Syringing</b>  <b>Learning Disability Supporter</b>  <b>Cancer care Co-ordinator</b>  <b>First Contact Physiotherapists</b></p> <p>There was a discussion about the Cancer care Co-ordinator and whether all patients were being followed up as part of this service. Dr Stokes said she would look into whether their processes associated with this needed some visiting and tweaking.</p>	
<p><b>New Wallasey Wellbeing PPG</b></p> <p>Steve informed the meeting that a new Patient group was being set up representing the six practices that made up the Wallasey Wellbeing Primary Care Network (PCN). The group would share experiences and look to organise talks by health experts to benefit patients across the PCN.</p> <p>The first meeting was being held next week and each practice would be represented by one patient and their Practice Manager. This first meeting would establish the principles and aims of the group together with the organisation practicalities.</p> <p>Steve and Alan would report back to the next meeting.</p>	
<p><b>Any Other Business</b></p> <p>Dr Stokes asked whether the Health Walks from Wallasey Village Library were still happening. Steve confirmed that they were and took place on Mondays, Wednesdays, and Fridays at 11am and lasted about an hour. Barbara Carrington and Steve’s wife were part of the group that organised the walks. Steve would check if there were any information leaflets that could be given to patients.</p>	
<p><b>Date of next meeting</b></p> <p>The group agreed the next meeting would take place in February 2023. The exact date would be fixed in the new year.</p>	